## **Job Title: Code Compliance Manager**

**Department:** Police Department

**Immediate** 

**Supervisor:** Police Commander

<b>Origination Date:</b>	08/27/2001
<b>Revision Date:</b>	07/01/2012
Job Grade	607
FLSA Status	Exempt

#### **BRIEF DESCRIPTION OF THE JOB:**

Position plans, organizes, and manages the activities and staff of the code compliance program and its policies and procedures within Goodyear in a manner that fulfills the mission of the City in serving Goodyear residents. The incumbent is responsible for the education of residents and property owners and investigation of complaints regarding violations of City Code and City Council stipulations. Work involves interpretation of ordinances in the resolution of related problems and considerable public contact, often in difficult situations. Duties are performed with technical independence, subject to the requirements of City ordinances, under general supervision of the Police Department Commander who provides guidance for matters of broad policy and general assignments.

#### **ESSENTIAL FUNCTIONS:**

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Plans, develops, organizes, evaluates, and supervises the activities and staff of the Code Compliance Division to ensure work is performed in an efficient and effective manner. Coordinates inspector staff training and conducts hiring process within code compliance division.
2	S	Establishes and maintains positive and effective working relationships with citizens, citizen groups, neighborhood leaders, elected officials, and other city departments.
3	L	Plans, organizes, manages, evaluates, and enforces City codes for zoning, property maintenance, nuisance, signage, fire, environmental and housing safety ordinances and other regulations through coordination with agencies and appropriate City departments to include building safety, planning & zoning, engineering, police, fire, legal services, and County health and environmental staff members.
4	L	Conducts or supervises the investigation of, and response to, citizen complaints regarding violations which include neighborhood maintenance, housing and environmental safety, and zoning ordinances. Uses judgment and discretion to make final determination when disputes arise over a degree of code or ordinance conformance.
5	S	Prepares correspondence, staff reports, and technical documents to communicate program activities and status of code compliance issues to citizens, elected officials, and staff.

	Physical Strength Code	ESSENTIAL FUNCTIONS
6	S	Responsible for record keeping and monitoring case loads and abatement actions, violation trends, and special enforcement programs.
7	S	Receives complaints and referrals pertaining to ordinance violations, assigns to appropriate staff and assists staff with investigating complex cases. Signs criminal complaints and testifies in court when required. Coordinates disposition of cases with City prosecutor to achieve successful prosecution and testify in court as an expert witness.
8	S	Provides information to assist the City Council and City Manager in making decisions regarding enhancement of neighborhoods.
9	S	Formulates, implements, and manages the planning and organization of focused code compliance programs to promote citizen participation in neighborhood enhancement.
10	S	Attends public forums as needed to bring awareness to residents of preventive enforcement activities of City codes and zoning ordinances.
11	S	Participates in budget preparation and administration of the division budget.
12	S	Researches and makes recommendations for the amendment of current codes and the adoption of new codes; and drafts ordinances, resolutions, and codes.
13	S	Communicates daily with individual citizens, community organizations, City Council members and staff, interpreting, analyzing and resolving difficult neighborhood issues.

### **JOB REQUIREMENTS:**

	JOB REQUIREMENTS
Formal Education /	Work requires knowledge of a specific vocational, administrative, or
Knowledge	technical nature which may be obtained with a two year associate's degree,
	diploma or equivalent from a college, technical, business, vocational, or
	correspondence school. Appropriate certification may be awarded upon
	satisfactory completion of advanced study or training.
Experience	Minimum three years experience in a related field.
Certifications and Other Requirements	Valid Driver's License and ICC/AACE Zoning Enforcement Certification.
Reading	Work requires the ability to read newspapers, research material, manuals, legislative documents, and legal process materials at a college level.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, and division. Comprehensive skills to handle budget process needs and analyze numeric data also required.
Writing	Work requires the ability to write research and reports, letters to citizens, concise synopsis of data, meeting notes, general correspondence, memorandums and letters at a college level.
Managerial	Semi-complex - Work requires supervising and monitoring performance for a regular group of employees including providing input on hiring/disciplinary actions and work objectives/ effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.
Policy / Decision	Moderate - The employee normally performs the job by following
Making	established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. More complex work as well as decisions with more significant impacts are typically reviewed prior to being finalized.
Budget Responsibility	Moderate - Oversees budget preparation of a program budget. Reviews and approves expenditures of significant budgeted funds for the department or does research and prepares recommendations for city-wide budget expenditures.
Technical Skills	Comprehensive Application - Work requires the use of standard technical skills appropriate to the work environment of the organization. Limited analysis and independent thinking is utilized.
Interpersonal / Human Relations Skills	High - Interactions at this level usually impact the implementation of policies. Contacts may involve interpretation of how policies are implemented and may require discussion and the support of controversial positions or the negotiation of sensitive issues or important presentations. During interactions on policy implementation, contacts may also involve stressful, negative interactions requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

## **Physical Demands**

**Frequency Code Scale** 

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From $1/3$ to $2/3$ of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)	Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	□ N □ R □ O □ F □ C		Pushing/ Pulling	□ N □ R □ O □ F □ C	<ul> <li>☑ File drawers</li> <li>☐ Equipment</li> <li>☒ Tables and chairs</li> <li>☐ Hoses</li> </ul>
Fine Dexterity	□ N □ R □ O □ F ⊠ C	<ul><li>☑ Computer keyboard</li><li>☑ Telephone keypad</li><li>☑ Calculator</li><li>☐ Calibrating equipment</li></ul>	Climbing	□ N ⊠ R □ O □ F □ C	⊠ Stairs     □ Ladders     ⊠ Step stools     □ Onto equipment
Walking	□ N □ R ⊠ O □ F □ C	<ul><li>☒ To other departments/offices</li><li>☒ Around work site</li></ul>	Vision	□ N □ R □ O □ F ⊠ C	<ul><li>☒ Reading</li><li>☒ Computer screen</li><li>☒ Driving</li><li>☒ Observing work site</li></ul>
Lifting	□ N ⊠ R □ O □ F □ C	⊠ Supplies ⊠ Equipment ⊠ Files	Foot Controls	□ N □ R ⊠ O □ F □ C	<ul><li>☑ Driving</li><li>☐ Operating heavy equipment</li><li>☐ Operating Dictaphone</li></ul>
Carrying	□ N ⊠ R □ O □ F □ C	⊠ Supplies ⊠ Equipment ⊠ Files	Balancing	□ N ⊠ R □ O □ F □ C	☐ On ladders ☑ On equipment ☑ On step stools
Sitting	□ N □ R □ O □ F ⊠ C	☑ Desk work ☑ Meetings ☑ Driving	Bending	□ N □ R □ O □ F □ C	<ul><li>☒ Filing in lower drawers</li><li>☒ Retrieving items from lower shelves/ground</li><li>☒ Making repairs</li></ul>
Reaching	□ N ⊠ R □ O □ F □ C	<ul><li>☒ For supplies</li><li>☒ For files</li></ul>	Crouching	□ N □ R ⋈ O □ F □ C	<ul><li>☒ Filing in lower drawers</li><li>☒ Retrieving items from lower shelves/ground</li></ul>
Handling	□ N □ R □ O ⊠ F □ C	<ul><li>☑ Paperwork</li><li>☐ Monies</li></ul>	Hearing	□ N □ R □ O ⊠ F □ C	⊠ Communicating via     telephone/radio, to     co-workers/public     □ Listening to equipment
Kneeling	□ N ⊠ R □ O □ F □ C	<ul><li>☒ Filing in lower drawers</li><li>☒ Retrieving items from lower shelves/ground</li></ul>	Twisting	□ N □ R ⋈ O □ F □ C	<ul><li>☒ From computer to telephone</li><li>☒ Getting inside vehicle</li></ul>
Crawling	⊠ N □ R □ O □ F □ C	☐ Under equipment ☐ Inside attics/pipes/ditches	Talking	□ N □ R □ O □ F ⊠ C	☑ Communicating via telephone/radio, to co-workers/public
Other		(Explain)	1		

<b>Physical Demands (continue</b>	ed)								
Machines, Tools, Equipmen	t and Work	Aids:							
Sound meter, light meter, hand tools, fa									
Sound meter, ngar meter, name tools, re	, esp.								
	<b>.</b>								
Computer Equipment and S	software:								
Computer, scanner, software									
<b>Environmental Factors:</b>									
Environmental Condition	ons	Never	Sea	sonally	Several T		Several Ti		Daily
Extreme temperature					Per Moi	nth	Per Wee	ek	
Extreme temperature (heat, cold, extreme temp. changes fi	rom outside			X					
work)									
Wetness and/or humidity (bodily discomfort from moisture)				X					
Respiratory hazards									
(fumes, gases, chemicals, dust and d	irt)			X					
Noise and vibration		X							
(sufficient to cause hearing loss) Physical hazards									
(high voltage, dangerous machinery, aggressive		X							
prisoners, patients – <u>not customers</u> )									
Health and Safety Condition	1S:								
Health and Safety Conditions	N = Never	R = Rarel	y	O = Oc	casionally	F=	Frequently	C =	Constantly
	Never	Less than	1	1/3 or	more of	Fron	n 1/3 to 2/3	2/3	or more of
	occurs	hour per we	eek		time	of	the time	1	the time
Mechanical hazards		×			<u> </u>		<u> </u>		<u> </u>
Chemical hazards Electrical hazards									
Fire hazards	X								
Explosives					<u> </u>				
Communicable diseases	$\boxtimes$								
Physical danger or abuse		X							
Other (specify)									
Primary Work Location:  Office Environment  Warehouse Shop Vehicle Recreation Centers/Neighborhood Outdoors Other (Specify)  Protective Equipment Requ									
N/A									
									!

### **Job Demands**

### **Overall Strength Demands:**

	Overall Strength Demands
⊠ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.
□ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree.
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.

## **Non-physical Demands:**

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	×			
Emergency Situations			$\boxtimes$	
Frequent Change of Tasks	×			
Irregular Schedule/Overtime		×		
Performing Multiple Tasks Simultaneously	×			
Working Closely with Others as Part of a Team	×			
Tedious or Exacting Work		×		
Noisy/Distracting Environment		×		
Other (Describe below.)				

#### **EXPECTED BEHAVIOR:**

#### Manager/Supervisor – Expected Behavior

The incumbent is expected to embrace, support, and promote the City's core values, beliefs, and culture, which include but are not limited to the following:

- Be positive. Do not participate in gossip or allow gossip or negative comments
- Make time for your employees.
- Maintain confidentiality
- Ensure work plans are prepared and communicated to employees at the time of hire and subsequent dates.
- Ensure evaluations in your area are turned in on time, and are fair and accurate reflections of the work performed for the entire evaluation period.
- Ensure all new employees are trained and mentored
- Prepare career plans. Ensure tools/resources are available for employees to achieve goals
- Walk the talk be an advocate for the Goodyear culture
- Make communication within your department a top priority
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines.
- Support a learning environment
- Be on time for all meetings
- Be a champion of the cities policies and procedures and the classification and compensation program.
- Create and implement ethical standards for your worksite
- Respond to personnel issues immediately
- Ensure employees are allowed to participate ion teams and have time to do so
- Prepare and update standard operating procedures, and departmental operation plans annually.
- Ensure that your employees have the necessary resources they need to be successful within budgetary constraints.
- Be accountable for monthly/annual budget expenditures and be fiscally responsible
- Monitor department accomplishments related to performance indicators
- When wrong, state so
- Discussing and planning should be followed up with action
- Let common sense prevail
- Motivate your employees provide positive feedback
- Be visionary anticipate issues
- Mentor and build internal capacity in order for the employees to be able to compete
- Support organizational change
- Support the City's values and mission
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors, and vendors.
- Understand and interpret City policies and procedures, and make rational decisions/ recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and practices and adhere to responsibilities concerning safety prevention, reporting, and monitoring. Safety is everyone's responsibility. Make it a critical part of the day to day operations
- Encourage teamwork and participation by all employees

- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

#### **SIGNATURES—REVIEW AND COMMENT:**

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

ents:		
Job Title of Department Director	Signature of Department Director	Date
Job Title of Supervisor	Signature of Supervisor	Date
	Signature of Employee	Date

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.